Video Visit Quick Reference

Patient Guide to starting a Video Visit

Mount Sinai
MY MOUNT SINAI CHART

Beginning your Video Visit via MyChart® App

1. Type in "MyChart" in your App store & download or download from link http://mountsinai.rx.health/mychart
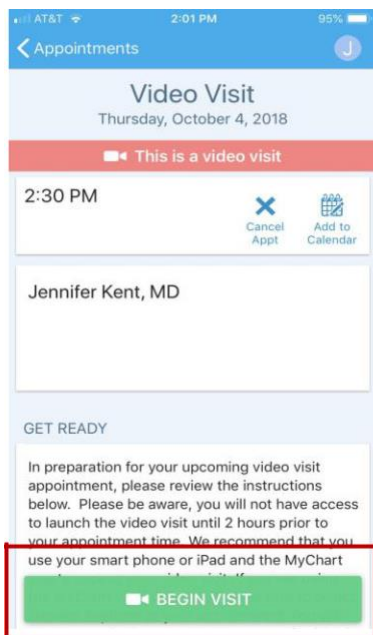
MyChart
Epic
★★★☆☆ (237)

2. Search for Mount Sinai as your healthcare provider and login.

3. Click "Appointments" → "eCheck-In" and review all sections. After completion, a green video camera icon will appear and you can then open your appointment.
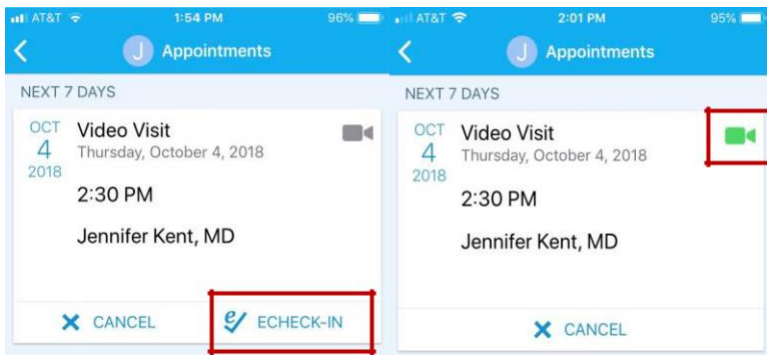
4. Select "Begin Visit" to connect to your video visit.

Introduction

Video visits allow providers to interact with a patient from home or on the go through live audio and video like a regular office visit!

Important Details

All billing & insurance information will be validated when scheduling your appointment.

You must have an active MyChart account as the video visit will be conducted through the MyChart App.

We recommend using your smartphone/iPad & wearing headphones to increase the audio quality of your video visit.

Login to the MyChart App *15-20 MINUTES* prior to your scheduled time to fill out the eCheck-In (verify personal info) portion of your visit.

MyChart Proxy Information

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MyChart Activation (When Parent Information is on Patient's profile)

1. Double Click on pts chart within the schedule
    a. Or go to Chart icon near the top left corner of the screen
    b. Patients in the "patients info" (name and DOB)

2. Once in the patients chart on the left hand side click on the tab more, then find and click on MyChart utilities, and then click on proxy access.

3. Once on proxy access normally the patient's parents name will already be added in blue on the left under proxy access. Toward the right it will say whether it is active or inactive within the MyChart status bar. If the account says inactive you can click the pencil icon which normally resets the account

** Note the Linked account must be active. **

MyChart Activation (When Parent is NOT on Patient Profile)

To add a parent who is not added to the patients chart:

1. Click add+
2. Click proxy lookup,
3. Then click patient or non-patient based upon whether the patient's parent is a Mount Sinai patient

MyChart Activation when Parent is a Patient at Mount Sinai

1. Click on patient.
2. Go to Pt lookup then proceed to put in parents info (name/DOB). Once found
3. Click on the name and press select.
4. You will then be brought back to the proxy lookup screen. In "relationship type" click the magnifying glass
5. Click "Parent accessing child" or "Parent accessing Teenage" then click accept.
6. You will be brought back to proxy access and within the MyChart status bar it will say "active" or "inactive" instantly.

My Chart Activation When Parent Is not a Patient

If the parent IS NOT a patient with Mount Sinai you will then be brought to "web account search":

1. Put in the patient's name and click new.
2. You will then be brought to "web account details" and be required to add the parents name, DOB, and zip code. Once done click accept.
3. You will then be brought back to proxy lookup.
4. In relationship type click the magnifying glass and then click "Parent accessing child" or "Parent Accessing Teenager" Then click accept.